Lakestone Apartments

Resident Handbook

Professionally Managed By:

CAMPBELL PROPERTIES

Welcome Home!

We would like to take a moment to thank you for making your home with us. We strive to meet the needs of all residents and to be able to provide a place for people to call home, and we look forward to having you with us!

This handbook will help to familiarize you with your new home as well as help you to understand your responsibilities as a resident. This handbook will also help you to understand what to expect from management.

This handbook, including all rules, regulations, and policies are an extension of your lease agreement. Please read through it carefully and keep it available for easy reference. Please keep in mind that this handbook may cover things that do not pertain to our home or community.

The Minnesota Attorney General's Office publishes a handbook entitled "Landlords and tenants: Rights and Responsibilities". You may obtain a copy from the Attorney General's Office by writing to the Minnesota Attorney General, 1400 Bremer Tower, 445 Minnesota Street, St. Paul, MN 55101.

This handbook is the property of Campbell Properties. It must be returned or left in the unit upon vacating the apartment. If it is not returned or left in the apartment, a $25 fee will be assessed for replacing the handbook for new residents.

HANDBOOK: $25 IF LOST, STOLEN, OR MISSING UPON CHECK OUT.

CONTACT INFORMATION

Resident Manager *218.443.3636*

Your Resident Manager is available on-call 24/7. Your Resident Manager is your first and primary contact for all services regarding your home. Please contact them before contacting our Main Office.

Website *www.campbellprop.com*

Our website offers many convenient features including online service requests, rent payments, contact forms, and apartment information. We ask that you use our website as often as possible for your needs.

Main Office	*701.364.4100*
Monday – Friday	8am – 5pm
Saturday – Sunday	Closed

Fargo Police Department	*701.451.7660*
Police Department Emergency	*911*
Fire Department	*911*
Ambulance	*911*

YOUR NEW ADDRESS

_____ 36th St S #_____
Moorhead, MN 56560

TV, INTERNET, AND TELEPHONE SERVICES

For Cable TV and internet services, feel free to call one of the following parties:

DirecTV: 701-298-9033 (Direct Satellite TV) Do not call the DirecTV 1-800 number!
CableOne: 701-280-0033
Enventis: 701-356-6000
Midcontinent: 1-800-888-1300

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LEASE AND RENT INFORMATION

RENT PAYMENTS

Rent is due by the 1st day of each month in full. Rents received after 5:00pm on the 3rd day of any month shall be assessed a late fee of $40. If rent is still not paid in full by the 15th of any month, an additional late fee of $40 shall be assessed.

The rent box is only collected once per month. All late rent payments MUST be brought to our Main office. Any payments deposited in the rent box after the date rent is due will not be collected until the following month. Any rent mailed to the office must be received by Management on or before the above referenced dates. There will be no regard to the postmarked date on the envelope.

Please make your rent check payable to LAKESTONE APARTMENTS and put **Building Number** and your **Apartment Number** in the ***memo*** section on your check (*example: 2720-101 or 2740-312*).

Cash will not be accepted. Rent must be paid one of three ways:

1) Place checks in the Rent Box on the first floor.
2) Visit www.campbellprop.com, click the "Resident" link at the top, and go to "Online Rent Payment". Follow the instructions on paylease.com to continue the process.
3) Mailed to the following address: Campbell Property Management
   1131 Westrac Drive, Suite 100
   Fargo, ND 58103

NSF FEES

If your rent check is returned for Insufficient Funds (commonly referred to as an "NSF"), you will be assessed a $35 late fee. Any returned check must be replaced with a Money Order and Cashier's Check. We have a zero tolerance policy for NSF Checks. If at any time during your residency, a check is returned as NSF, we will require subsequent rent payments to be made by Money Order or Cashier's Check for the remainder of your tenancy.

LEASE

Your lease is a legal binding document. You will receive a copy of your lease upon move-in, if not earlier. If at any time you need a replacement copy for your records, do not hesitate to contact our office. As "tenants in common" under the law, please understand that you are responsible for the actions of both you, your roommates, and any guests. All incidents that arise within your unit, whether directly caused by you or not, are still your responsibility.

All Adults, 18 years of age or older, living within the unit must be on the lease. Any unauthorized residents could result in eviction from the property.

No more than three unrelated individuals are permitted to reside in a rental unit.

No more than 2 individuals may reside per bedroom of a unit.

INFORMATION CHANGES

Please inform Management of any name changes and changes in number of minor children residing in the unit at any time. We must receive a copy of the legal document stating the name change.

GUESTS

We welcome you to have guests visit you in your home. You are responsible for the conduct of your guests. Guests are allowed to stay for a maximum of two (2) nights on the premises without notifying management. If guests are staying for any period longer than two (2) nights, please let your Resident Manager know.

Any Guests, 18 years of age or older, that stay for a total of fourteen (14) nights over the term of a lease must fill out an application and be added onto the lease. Campbell Properties monitors visiting guests closely to ensure that those staying for long periods of time fill out the proper paperwork or provide proof of other residency (current lease, a utility bill, etc.).

ROOMMATE CHANGES

If you wish to add or remove adults on the lease agreement, a Release from Lease Agreement/Change of Roommate Form must be completed. All changes to the residents on the lease agreement must be approved by all residents on the lease agreement.

Releasing Roommates:

Campbell Properties will approve or deny the removal of a roommate based on if the adults continuing tenancy met the proper rental criteria at the beginning of the lease term.

Roommate Additions:

New adults must fill out an application and pay the $40 app fee and be approved by management before moving into the unit and being added onto the lease.

NOTICE TO VACATE

You must fulfill the terms and conditions of your lease, which includes a proper two (2) full calendar month, commonly referred to as a sixty (60) day, notice to vacate the unit. This notice must be in writing and given on or before the 1st day of the month, two (2) months before the end of your lease term. Any notice received after the 1st of the month will constitute a sixty (60) day notice to begin at the next consecutive month.

QUIET HOURS

Quiet hours are between 10pm and 7am every day of the week. Please refrain from doing laundry, vacuuming, or any other louder household chores during that time, as they may disrupt the peace and quiet enjoyment of your neighbors.

VACATING THE UNIT

You must be completely moved-out of your unit by 12:00pm on the last day of the month. If additional cleaning or maintenance prolongs the next tenant's move-in date, you may be charged for Management's loss of rent. Please leave Management a "Forwarding Address" so that we are able to return the remainder of the deposit. Depending on the condition you leave the unit, Management will either return the deposit or bill you for further monies within 30 days of the last day of the lease.

IMPROPER NOTICE TO VACATE/RE RENTAL

If you must terminate your lease before the end of the lease term dates, please contact your Resident Manager. You will be assessed a $200 termination fee, due and payable at the time you sign a Re Rental form. If we do not receive the $200 fee, we will not accept the Re Rental form. We will attempt to Re Rent your apartment upon receipt of a Re Rental form and the $200 fee. You are responsible for Full Calendar Month rent payments until your unit is re rented, or your lease expires, whichever comes first. You are not allowed to advertise your own Re Rental due to possible miscommunication and wrong information.

TRANSFERRING FEE

If you are interested in transferring to a different apartment within the same apartment community, please contact your resident manager. We discourage unit transfers unless for a very good reason. In the event management approves a unit transfer, the transferring resident will be assessed a $150.00 transfer fee to be paid prior to transferring to another unit. Security deposits do not transfer to new apartments. You must put down a new deposit during the transfer period.

LEASE TERMINATIONS

If you do not fulfill the terms and conditions of your lease, your lease may be terminated by Management upon the proper 60 day notice. This is different than an Eviction. Your lease states that either party may terminate the lease upon the proper written notice. Lease terminations by management occur, but are not limited to: rent not being paid on time, or if there are multiple incidents that occur during the term of a lease.

EVICTIONS

You will receive a 3 Day Notice to Vacate if:

1) Rent is not paid.
2) There are multiple disturbances or Police Reports.
3) Unauthorized people residing in the unit.
4) Unauthorized animals residing in the unit.

There may be other reasons for an Eviction action that are not listed above.

PET POLICY

Pets are strictly prohibited on the premises or in the building. If you or your guest is caught with a pet on the premises, you may be evicted immediately as according to your lease.

NOISE DISTURBANCES

Social and friendly gatherings of residents and their guests are welcomed, provided that such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Loud parties and/or other loud noise disturbances are strictly prohibited. You will receive an Incident Report or Lease Violation letter for any noise disturbances or other lease violation that are reported to Management. Generally, if 3 or more Incident Reports or Lease Violations occur during the term of your lease, it will be cause for Eviction or termination of your lease. Certain lease violations and incidents may be cause for immediate eviction from the property.

APARTMENT CARE

GARBAGE DISPOSAL

Garbage disposals need to be used properly in order to stay in good working order. The following list will give you an idea of things that should not be placed in the disposal:

1) Raw vegetables
2) Vegetable peels
3) Rice and other grains
4) Large quantities of grease, lard, or fat

Your user manual and a quick Google search can help find more information on what may and may not be put in your garbage disposal. In order to clean your disposal: place ice cubes and a cleaning solution (such as Dawn) into the disposal and turn on. Follow with cold running water.

If your disposal stops working, push the reset button located on the disposal under the sink. It is usually located on the bottom or the side.

Following these guidelines should ensure that your garbage disposal stays in good working condition at all times. If Maintenance is required to fix your disposal, and it is because you did not follow the above guidelines, you will be charged for the maintenance.

DISHWASHER

Be sure to rinse off any and all dishes before putting them in your dishwasher. Any food particles left on dishes may cause the hose leading to the drain to clog. This could cause your dishwasher and sink to back up, requiring a billable maintenance call.

WASHER AND DRYER

Be sure to clean behind your washer and dryer periodically. The lint build up can cause a fire hazard and damage to walls and flooring. Also be sure to clean out your lint trap after every load. If your washer and dryer stops working, please submit a service request. Unless of flooding, washer and dryer issues are not considered an emergency, and thus will be taken care of during regular business hours.

SMOKE DETECTORS
Smoke Detectors are provided in your apartment in case of fire emergency.

If your smoke detector is beeping quietly (chirping), it means the battery needs replacing. It is your responsibility to have smoke detectors in in working condition at all times. It requires a 9 volt battery if in need of replacement.

Do not disconnect your smoke detector.

SINKS/TOILETS/TUBS
The following items should never be flushed down your toilet: paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, food, etc.

Sinks and Tubs should be cleaned of hair on a regular basis to avoid water damage or clogging problems.

Service requests that require a maintenance tech to repair plumbing due to residents not following the above rules will result in charges to the resident.

LIGHT BULBS
Replacement of burned out light bulbs will be the resident's responsibility, including appliance bulbs. You will be charged for missing or burned out light bulbs upon your move-out.

FLOORS AND CARPETING
Floors and carpeting should be cleaned on a regular basis. Flooring should be cleaned with a mild detergent. Carpet maintenance and care in your unit is your responsibility. We recommend vacuuming frequently and having your carpet professionally steam cleaned once per year. Any and all damage to carpet will be your financial responsibility upon move-out.

AIR CONDITIONERS
Air conditioner (A/C) vents need to be cleaned once a month during the summer months. To do this, simply pull up on the filter and rinse under warm water. It is important that this is done or the A/C will not cool your apartment as effectively. If you're A/C starts making a rattling noise, contact your Resident Manager. Covers should be placed on the A/C units during winter months. If you cannot find your A/C cover, please contact your Resident Manager.

PAINTING AND WALL COVERINGS
Painting of any kind is strictly prohibited. You may use tiny nails to hang pictures, but please do not use screws or large nails. If there is enough damage to the walls, Management may need to re-paint the room and you will be charged for the cost.

No sticky adhesives or stickers, including decals, are permitted to be put on walls.

Candles are strictly prohibited. If you use candles, be prepared to be charged for the cost of cleaning the walls; they can leave black soot all over the walls.

We have a five (5) year life span for paint in apartments. This means that if you live in the same apartment for five years or more, we will not charge you for any painting once you move out (excluding damages). If we are required to paint your apartment (above and beyond normal wear and tear) after you move out, and it has not been five years or more, you will be charged $20 per wall we have to paint.

VEHICLES, PARKING LOT, GARAGES, AND COMMON AREA INFORMATION

GARAGES

Please use your garage to park your vehicle in. If you do not have a garage space, there may be overflow parking available on a first come first serve basis. Do not attach any type of storage shelves to the walls of your garage. Use small, detached, standalone shelving for storage purposes. Your garage is not meant to be a storage unit. Any items stored in your garage are at your own risk. We recommend not putting stored items on the concrete floor in your garage in case of flooding.

In case your garage door doesn't open, first try using the emergency key release located on the top panel of your garage door.

You garage door must be closed at all times. Management will close any garage doors found to be left open.

PARKING AND VEHICLES

All vehicles must be drive able and in operable condition in order to be parked in the parking lot. Any vehicles that appear to be inoperable (flat tires, broken windows, bare wheels, on blocks, disabled, or with expired license plates or tabs, etc.) will be towed at the auto-owners expense. Vehicles may also be towed at the auto-owners expense if the vehicle is left in the same parking spot for over 48 hours. Do not park in fire lanes, in front of entrances, in handicap parking spaces (without the proper state issued permit), or any other space clearly painted or marked for no parking. Parking is also prohibited on the lawn, in any landscaping, in front of garage doors, etc.

Recreational vehicles, such as water crafts, campers, motor homes, etc, and Commercial vehicles such as tow trucks, dump trucks, semis, etc. are also strictly prohibited on the property. Management also asks that no vehicle repairs, including oil changes, engine repairs, etc are conducted in parking areas.

Do not drive on sidewalks or the lawn. 5 MPH is the speed limit in the parking lot.

TOYS AND MISCELLANEOUS ITEMS

Do not leave toys or personal items in any common areas (interior or exterior). Management is not responsible for any lost, stolen, or broken items. All toys or other items confiscated more than three times will be permanently held until the resident moves out. The following guidelines must be adhered to:

1) Items used for transportation, including but not limited to bicycles, tricycles, roller blades, skates, skate boards, etc., may not be left on sidewalks, in driveways or parking areas, grass or entry areas to apartments at any time. Bicycles cannot be stored in your apartment unit or on your deck or patio.

2) Sidewalk chalk is not permitted.

3) Riding any transportation vehicles, as listed in "1", or not permitted on sidewalks or lawn areas.

SOLICITATION AND EXTERIOR POSTINGS

Door to Door Solicitation is strictly prohibited within the apartment community. No political signs are to be posted on the exterior of the unit or on the exterior grounds.

BARBEQUE GRILLS

Barbeque grills are not permitted on patios or decks. This is both City Ordinance and State Law. Gas and Electric grills may be used, but must be at least 15 feet from any building or garage. Other equipment not permitted on the property includes open pit burners, fire pits of any kind, or large turkey fryers (open flame deep fat fryers). You will be financially responsible for any damage caused by your barbeque grill. Barbeque grill rules/regulations may be subject to change at any time throughout your residency.

GENERAL INFORMATION

MAIL

It is your responsibility to contact the local Post Office for any and all mail services. Mail forwarding can be done by calling the post office or using their online service. If you are receiving unwanted mail or mail from previous tenants, call the Post Office. Do not contact Management for any mail services. DO NOT LEAVE UNWANTED MAIL IN THE ENTRY. Residents found to be doing so may be fined.

Do not allow delivery services to leave packages by the mail boxes. Campbell Properties is not responsible for any stolen packages or property. Contact your delivery service in case of missing packages. Do not contact Management.

CONTROLLED ACCESS

This building is equipped with a Controlled Access System. This is in place so that only residents and resident's guests are able to access the building by using a key or the buzzer system.

Entrance doors are to be kept shut at all times. Do not prop Entrance doors open. These doors are very heavy and propping them open can cause damage to the door and the frame.

Please do not allow persons you do not know to enter the building. All persons entering the building must be let in by buzzing an apartment or using a key. This assures that all persons within the building are allowed to be there.

Other things to keep in mind when it comes to the property are to keep all doors, including patio and front doors, locked at all time.

MOVE-IN INSPECTION FORM

You must request a copy of your Move-In Inspection Form. They must be handed in within 72 hours of moving into the unit. If we do not receive this form within this time period, Management will assume your unit was in perfect condition upon move in. We will keep your form in your file.

MAINTENANCE REQUESTS

For all maintenance requests, please visit our website at **www.campbellprop.com** and click the "Residents" link at the top of the page to access our Service Request form. If it is an emergency, please call your Resident Manager. **When you request such maintenance, you thereby allow Management and our maintenance personnel to enter your apartment at any time between 8:00am and 5:00pm**. Please allow 24 hours for Management to respond if your request is not an emergency.

Our Maintenance Technicians work from 8am-5pm on Monday - Friday. Only emergency requests will be taken care of outside of those times. Contact your Resident Manager immediately in case of emergency! Emergencies include: no heat in the winter, flood, no electricity (check your breaker), any condition that might cause a fire, or natural gas smell. If your maintenance request is not an emergency listed previously, please allow a 24 hour period during business hours for your request to be addressed.

Any damage to the unit caused by you or your guests is your financial responsibility, and you will be billed for. This includes blinds, appliances, doors, etc.

All maintenance is required to be done by a Maintenance Technician of Campbell Properties or an approved vendor, contacted by an agent of Campbell Properties. You are not permitted to contact outside vendors for requested maintenance. If you do so, it will be at your own expense. You will not be reimbursed for any bills contracted out by you for outside vendors.

SNOW REMOVAL POLICY

You are responsible for snow removal from your balcony/patio. After heavy snowfall (approximately 2 inches or more), the parking lot will be cleaned out "as is." A few times a winter, you will be notified in writing to move your vehicles out of the parking lot so that the snow plow can remove the snow between all the vehicles. When we do this, we will give you at least a 48-hour notice. Any vehicles left in the parking lot during this time period will be towed at auto-owner's expense. Management will not reimburse any towing fees.

You are responsible for snow removal 3 feet from your garage door. Snow removal vendors only come within a few feet of the garages. The rest is your responsibility. If Management finds your garage is not being properly shoveled, you may be fined. Not shoveling 3 feet from your garage door can cause damage to the door due to snow and ice buildup or the door freezing to the ground, which is billable to the resident if repairs or replacement is needed.

EMERGENCY PROCEDURES – TORNADO

The main floor of the apartment building is most likely the safest place for you and your family to seek shelter in the event of a tornado. Remain inside, away from all outside doors and windows (do not open any windows), until you are positive that the storm has passed and it is safe for you to return to your apartment. It is recommended that you keep a flashlight and battery operated radio handy for weather emergencies.

UTILITIES

Please see your Lease Agreement for which utilities you are responsible for paying.

It is your responsibility to ensure that the utilities you are responsible for have been placed into your name. It is also your responsibility to contact your utilities company upon move-out to disconnect them. Your utilities are required to be billed to you through the end of your lease term.

If your power is disconnected due to nonpayment, you will be held financially responsible for any damages caused by there being no power (i.e., if food spoils in your fridge and a fridge replacement is needed).

During the winter months, keep your thermostat set NO LOWER than 60 degrees. This keeps the hot water flowing through the pipes and helps prevent freeze-ups. Make sure the heat register flap is open. Do not obstruct heat registers with furniture, boxes, etc. Check and keep all windows closed. Keep bedroom and bathroom doors open to allow the air flow through the apartment during winter months. This will ensure that your bedrooms and bathrooms remain at a comfortable temperature. Report any heating issues to your Resident Manager immediately.

USE OF RESIDENCE FOR BUSINESS PURPOSES

Your apartment is a place or residency, not a place of business. Using the apartment to conduct any type of regular (full or part time) business is strictly prohibited.

NONSMOKING BUILDING

This is a NONSMOKING building. This includes common areas (hallways, entry ways, etc) as well as your unit. Residents caught smoking in their apartment may be evicted at Management's sole discretion and/or shall pay for the cost of painting the entire apartment after vacating.

Smoke can cause damage to not only your unit but the units around you. It travels through vents and can disrupt the personal enjoyment of your neighbors. Residents are permitted to smoke on their patio and deck as long as it does not disrupt the personal enjoyment of their neighbor's.

Butts must be extinguished and placed in a fireproof container. A fine of $10 per butt will be charged to you if butts are found anywhere on the lawn but in a fireproof container.

KEYS & LOCKS

Upon move-in, each resident will be given keys for the premises including your unit, building entry, mailbox, and garage. Only those on the lease may be in possession of keys to the property or your residence. Residents are not permitted to alter any lock or install a new lock or other attachments on the door to the unit. Damages will be charged back to the resident. If you are in need or key replacement, please contact your Resident Manager. Key replacement charges are as follows:

$10 per mailbox, apartment, entrance or garage key of lost or stolen. (If replacements are available)
$25 if we are required to rekey your mailbox.
$50 per garage remote.
$75 per key FOB (if your apartment requires a key FOB for access)

Upon vacating, if all keys and remotes are not returned to Management, you will be charged for the cost of re-making keys and remotes or the cost to rekey the apartment.

LOCK OUTS

If you get locked out of your apartment, call your Resident Manager. They will be able to let you back into your apartment, but please keep in mind that there is a lockout fee of $40. You must present proper identification or proof of residency before Management will let you back into your apartment.

RENTER'S INSURANCE

Property Insurance does NOT cover your personal belongings or liability. Management strongly recommends Renter's Insurance. Please contact an insurance agent to obtain information regarding renter's insurance of household goods and liability insurance or a similar policy to cover your personal belongings against vandalism, fire, burglary, water damage, mold, pests, etc.

PROPERTY APPEARANCE

We ask that you please treat the property and your apartment as your home. Please abide by the following policies to help maintain an attractive and safe environment.

Interior

1) No garbage (bagged or otherwise) is to be left outside your apartment or on your patio or balcony.
2) Blinds are furnished on windows. No blankets or sheets are acceptable window coverings.
3) You must be in complete control of children at all times and will be held responsible for their actions. Please do not allow children to run, eat, or play in driveways, hallways, or laundry rooms.
4) Your apartment must be kept in a clean and sanitary condition at all times.
5) Windows and doors must not be blocked by furniture or other property at any time. This is a fire hazard.
6) You must furnish your own light bulbs, fuses, and batteries for smoke alarms, garage doors, and other places applicable.

Exterior

1) Lawn areas should be kept clear of furniture, bicycles, toys, and other personal property.
2) No radio, TV, satellite dishes, or CB aerials or wires should be erected in or about the complex without prior written approval from Management.
3) All entrance and exit doors are to be kept closed at all times to prevent any possible fire and/or wind damage, and to maintain building access and safety issues.
4) All seasonal decorative items must be removed within a reasonable amount of time. You will receive an Incident Report with a 3 day time period to remove any items exceeding what is considered reasonable.

COMMON AREAS AND HALLWAYS

Reasonable decorative items are allowed on doors, as long as they do not damage the door in any way. Rugs, carpets, or any other decorative flooring is not permitted as they are a tripping hazard and against the law. You will be asked to remove any items that would be considered a tripping hazard in the hallways and common areas.

PESTS AND RODENTS

You are financially responsible for the extermination of any pests and/or rodents in your apartment. These include but are not limited to bed bugs, cockroaches, ants, mice, rats, and voles. The extermination company will deem the cause of the infestation and inform management. **Bed bugs** are a very slow moving bug that are attracted to heat. It is very unlikely and uncommon for bed bugs to travel through walls to adjacent apartments, as walls are cold and do not attract bed bugs. They are most commonly brought in by you, the resident.

HOLIDAYS

Live Christmas trees are strictly prohibited. Reasonable decorative lighting and decorations are allowed on balconies and patios as long as they do not interfere with the peace and enjoyment of other residents.

TRASH REMOVAL

The following is a list of rules for trash removal. You will be charged for any additional disposal fees incurred by Management for not following these rules.

1. All trash must be in a trash bag and tied at the top, so that nothing can spill out.
2. Dumpster lids should be shut at all times.
3. No furniture, televisions, or computer screens are allowed to be thrown in the dumpster.
4. Large items are not allowed to be set beside the dumpster.
5. All trash must be inside the dumpster.
6. Loose items, not secured by a tied trash bag, are not permitted to be thrown in the dumpster.
7. If the front of the dumpster is full, walk to the back and open that lid.
8. Flatten all boxes before putting them inside the dumpster.

SUMMARY

These rules and suggestions are not designed to restrict you in your new home, but rather to familiarize you with those items about which you will want to be informed of from time to time. It would be difficult to cover every situation that may arise during your residency, and if you have questions, we welcome you to contact your Resident Manager.

We reserve the right to add to or to change the instructions and suggestions contained herein.

Failure of Tenant or his/her guests to fulfill any of the above obligations shall constitute as a breach of lease and shall be grounds for eviction. This Resident Handbook is not meant to contradict any issues already addressed in the lease, but rather to clarify each issue already agreed upon at the signing of the lease.

If your community provides additional amenities (i.e. elevators, pets, parking garages, etc) you will find those additional policy pages attached to the back of this handbook. There is also additional information regarding Normal Wear and Tear and Condensation and Mold attached on the back of this handbook.

Thank you and best wishes for your stay!

CAMPBELL PROPERTIES

U. S. Department of Housing and Urban Development

EQUAL HOUSING OPPORTUNITY

We Do Business in Accordance With the Federal Fair Housing Law

(The Fair Housing Amendments Act of 1988)

It is illegal to Discriminate Against Any Person Because of Race, Color, Religion, Sex, Handicap, Familial Status, or National Origin

- In the sale or rental of housing or residential lots
- In advertising the sale or rental of housing
- In the financing of housing
- In the provision of real estate brokerage services
- In the appraisal of housing
- Blockbusting is also illegal

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:
1-800-669-9777 (Toll Free)
1-800-927-9275 (TTY)

U.S. Department of Housing and Urban Development
Assistant Secretary for Fair Housing and Equal Opportunity
Washington, D.C. 20410

Previous editions are obsolete

form HUD-928.1 (2/2003)

Difference between Normal Wear and Tear and Damage

As a property management company, we expect rental units to sustain a certain amount of wear and tear during a resident's stay. There is a fine line between normal wear and tear and actual damage to a unit. Below we have guidelines to help both Campbell Property Agents and Residents understand the difference between the two.

Normal Wear and Tear:

All residents are expected to cause some minor damage to a unit over the course of their time there. This minor damage is typically referred to as "normal wear and tear". The following is a list of what is considered "normal wear and tear":

- Small scratches
- Minor scuffs
- Minimal nail holes
- Slightly worn carpet
- Worn hinges
- Other insignificant damage

Normal Wear and Tear is considered any insignificant or minor damages to property that were caused by normal living standards. A few scuffs on walls or a couple nail holes does not constitute damage that is above and beyond normal wear and tear.

Damages:

Chargeable damages of property are damages that go above and beyond normal wear and tear. The following is a list of examples of common chargeable damages:

- Holes in the wall because of a mounted TV or heavy wall decorations
- Excessive nail holes
- Crayon/marker drawing on the walls
- Carpet stains, rips, or otherwise unsightly and unsatisfactory carpet damage
- Stove drip pans (must be replaced at residents expense upon move out)
- Burnt out light bulbs

We recommend that both Agents and Residents take photos upon move in and move out to document any pre-existing damages and damages that were caused during occupancy.

It is essential to be as detailed as possible upon move in and move out. There is an Inspection form provided for this very reason. **We allow residents up to 3 (three) days after move in to further document any pre-existing conditions on the Inspection Form**. If the form is not received within that 3 (three) day time frame than any notes made are considered void and the apartment will be considered in satisfactory condition upon Move-In.

Condensation and Mold

Identify, Inform, Fix

Condensation and Mold are uncommon issues that may arise within your unit from time to time. Both or easily preventable as long as you, the resident, take the right precautions. Mold and Condensation are typically caused by resident neglect and mishandling of the unit, and therefore chargeable to the resident if in need of fixing.

Common reasons for Condensation and Mold include humidity and moisture. These are prime conditions for mold to grow. Mold will grow in areas of your apartment that are tightly shut, which could create high humidity, or not properly maintaining cleanliness of the unit. It mold and condensation are due to negligence on your part, you will be charged for any cleaning or necessary repairs to the unit.

Preventative Steps:

1) Keep your apartment clean.
2) Keep airflow going through you apartment. Open your windows and doors on occasion so that excess moisture may escape.
3) Allow bathroom fans to run during and for at least 30 minutes after bathing or showering. This will help the excess humidity to escape.
4) Do not completely block out windows and doors with curtains or similar hangings. This can trap moisture inside, causing mold to grow.
5) Do not allow your home to get too cold.
6) Allow space between heat registers and furniture.
7) Avoid creating areas where there may be standing water.

Mold, for the most part, is relatively harmless and can be cleaned up quickly and easily. Use bleach, diluted with water (we recommend a 1:1 ratio), to clean any mold spots in your home. If you find small areas of mold in your apartment, do a quick Google search to identify other possible cleaning solutions for the problem. Always use gloves and a mask when cleaning mold.

Larger mold issues need to be reported to your Resident Manager immediately. Not reporting severe mold issues could prolong an existing problem that needs to be handled immediately. Please also contact your Resident Manager if you find conditions that may lead to mold, such as water leaks and weatherproofing problems.

Keep these three words in mind in regards to mold in your unit:

Identify: If you see something that appears to be mold, or may be cause for mold in the future.

Inform: Larger mold or condensation issues must be reported to Management immediately.

Fix: Small mold issues can be cleaned up very easily. Larger issues should be fixed by Management.

If you have any further questions regarding mold, feel free to do research at your local library and through an online search. There is a wealth of knowledge out there on mold and how to prevent it, and we encourage you to learn as much as you can!